

IBM Server US Warranty Upgrades (IBM ServicePac for Warranty and Maintenance Options)

IBM ServicePac for Warranty and Maintenance Options

With IBM ServicePac for Warranty and Maintenance Options, you can upgrade the service included with your hardware's original warranty. Choose the right package with the service response time that's right for you, with coverage for parts and labor.

We provide a range of service levels based on your specific product type. Choose the level that best meets your service need. Service must be purchased during the original product warranty period, and your service term begins concurrent with the product warranty.

IBM ServicePac services are:

- Easy to use
- Affordable
- Available in convenient configurations

Service options meet your needs

To select the ServicePac that's right for you, from the table below simply...

1. Select the Machine Name, Type and Model Number that matches the system for which you'd like to upgrade the warranty service
2. Choose the Service Level* that meets your service needs
3. Contact your IBM Business Partner to place your order

Machine Name	Machine Type	Model Number	Service Description*	IBM Part Number - Electronic	Estimated Retail Price	Base Warranty
Netfinity 3000	8476	10U 11U 15U 16U 20U 21U 30U 31U 40U 41U 50U 51U 60U 61U 70U 71U	3 YR 24x7 4-hour service	30L9185	\$750	3 years parts & labor Next business day service response
PC Server 315	8638	PJO PSO PSV PSW PTO				
PC Server 310	8639	0D0 0DT 0E0 0E4 0E5 0E6 0EV 0XT 0Z0 0ZT 1RY 2RY 8S0 EJ0 ES0 ESV MXT PB0 PS0 PT0 PTW RB0 RS0				
Netfinity 3500	8644	10U 20U 21U 30U NCP NCS				
Netfinity 3500 M10	8655	11Y 12Y 21Y 22Y 31Y 32Y				
PC Server 320/330	8640	0D0 0DV 0N0 0NJ 0P0 0PT 0X0 0XT 0Y0 0YS 0YT 0YV 0Z0 0ZV 11T 1D0 1DS 1Y0 1YT 1YV 1Z0 21Y 2D0 2Z0 3D0 3Z0 CY0 CYR EE0 EE1 EES EEV EM2 ES0 ES2 ESS IS2 MD0 MD2 MDS MDV MX0 MXT MY0 MYR MYT MYV MZ0 MZ1 MZ2 MZV NTN NT3 PB0 PM0 PS0 PT0 SUN Z01 Z02 Z03 Z04 Z05 Z06 Z07 Z08 Z09 Z0A Z0B Z0C Z0F Z0L Z0M Z0N Z0P Z0Q Z0R Z0S Z0T Z0U Z11 Z12 Z13 Z14 Z15 Z16 Z17 Z18 Z19 Z1A Z1B Z1C Z1D Z1E Z1F Z1G Z1H Z1J Z1K Z1L Z1M Z1N Z1P Z1Q	3 YR 24x7 2-hour service	31L2722	\$2250	
			3 YR 24x7 4-hour service	30L9186	\$1495	
Netfinity 5000/5000 Rack Mounted	8659	11Y 12Y 1RY 1SY 21Y 22Y 25Y 2SY 31R 31Y 3RY 3SY 41Y 4RY 51Y 5RY 61Y 6RY				
Netfinity 5500/5500 Rack Mounted/5500 M10/5500 M10 Rack Mounted/5500 M20/5500 M20 Rack Mounted	8660	11U 1RU 41U 42U 4RU 4SU 51U 52U 5RU 5SU 61U 62U 6RU 6SU 72U 7SU				
	8661	11Y 1RY 21U 21X 2RU 2RX 2RY 31Y 3RU 3RX 3RY 4RY 51Y 5RY 6RY				
	8662	21Y 2RY 31Y 41Y 4RY 51Y 5RY 61Y 6RY				
Netfinity 5600/5600 Rack Mounted	8664	11Y 1RY 21Y 2RY				
Netfinity 7000/7000 M10 Rack Mounted	8651	RH0 RM0 TH0 TM0	3 YR 24x7 2-hour service	31L2723	\$2995	
	8680	11Y 1RU 1RX 1SY 21Y 2RU 2RX 2SY 3RU 3RX 3SY 4RU 5RU 6RY 71Y 7RY 8RY	3 YR 24x7 4-hour service	30L9187	\$1995	

this list is current as of 12/01/99

*Service Levels

24 x 7 x 2 hour

A service technician is scheduled to arrive at your location within 2 hours after problem determination is completed. Service is provided around the clock every day, including IBM holidays.

24 x 7 x 4 hour

A service technician is scheduled to arrive at your location within 4 hours after problem determination is completed. Service is provided around the clock every day, including IBM holidays.

Locations eligible for 24x7x2 hour service for servers

Onsite service for the specific service levels listed above will be provided within a 50-mile radius of the cities indicated on this list, based on zip code. The center point is identified by the zip code where city hall is located. All zip code zones that fall within a 50-mile radius of this center point will be eligible. You can determine if a location is within this 50-mile zone by entering the zip code of the location in question, and the nearest zip code from the list below, by using Zip find. Zip find can be found on the World Wide Web at <http://link-usa.com/zipcode/default.htm>

Akron, OH 44308	Harrisburg, PA 17101	Philadelphia, PA 19107
Albuquerque, NM 87103	Hartford, CT 06103	Phoenix, AZ 85003
Allentown, PA 18101	Honolulu, HI 96813	Pittsburgh, PA 15219
Atlanta, GA 30335	Houston, TX 77002	Portland, OR 97204
Austin, TX 78767	Indianapolis, IN 46204	Providence, RI 02903
Baltimore, MD 21202	Jacksonville, FL 32202	Raleigh, NC 27602
Baton Rouge, LA	Kansas City, MO 64106	Richmond, VA 23219
Birmingham, AL 35203	Las Vegas, NV 89101	Rochester, NY 14614
Boston, MA 02108	Los Angeles, CA 90012	Sacramento, CA 95814
Bridgeport, CT 06604	Louisville, KY 40202	Salt Lake City, UT 84111
Buffalo, NY 14202	Memphis, TN 38103	San Antonio, TX 78205
Charlotte, NC 8202	Miami, FL 33133	San Diego, CA 92101
Chicago, IL 60602	Milwaukee, WI 53202	San Francisco, CA 94102
Cincinnati, OH 45202	Minneapolis, MN 55415	San Jose, CA 95110
Cleveland, OH 44114	Nashville, TN 37201	Seattle, WA 98104
Columbia, SC 29201	New Orleans, LA 70112	St. Louis, MO 63103
Columbus, OH 43217	New York, NY 10007	St. Paul, MN 55102
Dayton, OH 45401	Newark, NJ 07102	St. Petersburg, FL 33731
Denver, CO 80202	Norfolk, VA 23510	Syracuse, NY 13202
Detroit, MI 48226	Oklahoma City, OK 73102	Tacoma, WA 98402
Fort Worth, TX 76102	Omaha, NE 68183	Tampa, FL 33602
Greensboro, NC 27402	Orlando, FL 32801	Toledo, OH 43604

Limitations of service

These services are available for machines used solely for business, professional, or trade purposes and not for machines used for personal, family or household purposes. Service is not provided in homes or home offices. Not all machine types and models are covered. Service period begins with the equipment date of purchase. Service must be purchased during the original limited product warranty period. Service levels are response time objectives and are not guarantees. Onsite service for mobile products and 24x7x2 hour service for servers is not available in all locations. Service activation is required immediately following purchase. Visit <http://www.ibm.com/services/pss/us/source/wamomxeu.pdf> for complete details.

For ThinkPads requiring LCD or other component replacement, IBM may choose to perform service at the depot repair center. For failing non-IBM components, customer must provide replacement part unless IBM has a Technical Support Agreement with the manufacturer. Service does not cover accessories, supply items and certain parts such as batteries, frames and covers. If the failing part is a non-IBM component, you'll provide the part and IBM will provide the labor to replace it.

***For more information or to purchase an IBM ServicePac,
contact your IBM Business Partner.***